

Table 11: Summary Profile of Client Evaluation of Care

Table 11.			
Report Year (Year Survey was Conducted):	Conducted Feb-May 2004 for people served in SFY03 (7/1/02-6/30/04)		
State Identifier:	Indiana		
Adult Consumer Survey Results:	Number of Positive Responses	Responses	Confidence Interval*
1. Percent Reporting Positively About Access.	1405	1778	1.98
2. Percent Reporting Positively About Quality and Appropriateness for Adults	1460	1756	1.99
3. Percent Reporting Positively About Outcomes.	1147	1667	2.04
4. Percent of Adults Reporting on Participation In Treatment Planning.	1237	1698	2.02
5. Percent of Adults Positively about General Satisfaction with Services.	1454	1788	1.97
Child/Adolsecent Consumer Survey Results:	Number of Positive Responses	Responses	Confidence Interval*
1. Percent Reporting Positively About Access.	1495	1807	1.92
2. Percent Reporting Positively about General Satisfaction for Children.	1374	1805	1.92
3. Percent Reporting Positively about Outcomes for Children.	1078	1768	1.94
4. Percent of Family Members Reporting on Participation In Treatment Planning for their Children	1477	1796	1.92
5. Percent of Family Members Reporting High Cultural Sensitivity of Staff. (Optional)	1527	1671	2.00

* Please report Confidence Intervals at the 95% level. See directions below regarding the calculation of confidence intervals.

Comments on Data:

* Data collection instruments used are the Mental Health Statistics Improvement Program Adult Outpatient Consumer Survey ("MHSIP") and the Youth Services Survey for Families (YSS-F).
 * The reports shown on this website contain numbers for Indiana residents who are served by the Hoosier Assurance Plan (HAP) and do not contain numbers for all Indiana residents who may receive mental health or addiction services. The HAP is the main method by which the Indiana Division of Mental Health and Addiction can fund community mental health services. As established by the Indiana Legislature, the HAP is designed to support and manage the delivery of behavioral healthcare services to individuals who are in a low income population and who have clearly identified mental health needs.

Adult Consumer Surveys

1. Was the Official 28 Item MHSIP Adult Outpatient Consumer Survey Used?

☒ Yes

☐ No

1.a. If no, which version:

1. Original 40 Item Version ☐ Yes

2. 21-Item Version ☐ Yes

3. State Variation of MHSIP ☐ Yes

4. Other Consumer Survey ☐ Yes

1.b. If other, please attach instrument used.

1.c. Did you use any translations of the MHSIP into another language?

☐ 1. Spanish

2. Other Language:

Adult Survey Approach:

2. Populations covered in survey? (Note all surveys should cover all regions of state)

☐ 1. All Consumers in State

☒ 2. Sample of MH Consumers

☐ 3. Random Sample

2.a. If a sample was used, what sample methodology was used?

- ☒ 1. Random Sample
☐ 2. Stratified Sample
☐ 3. Convenience Sample

4. Other Sample:

2.b Do you survey only people currently in services, or do you also Survey Persons no longer in service?

- ☒ 1. Persons Currently Receiving Services
☒ 2. Persons No Longer Receiving Services

3. Please Describe the populations included in your sample: (e.g., all adults, only adults with SMI, etc.)

- ☐ 1. All Adult consumers in state
☒ 2. Adults with Serious Mental Illness
☒ 3. Adults who were Medicaid Eligible or in Medicaid Managed Care

3.4 Other: describe: (for example, if you survey anyone served in the last 3 months, describe that here):

4. Methodology of collecting data? (Check all that apply)

	Self-Administered	Interview
Phone	<input type="checkbox"/> Yes <input type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
Mail		
Face-to-face		<input type="checkbox"/> Yes
Web-Based	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

4.b. Who administered the Survey? (Check all that apply)

- ☐ 1. MH Consumers
☐ 2. Family Members
☒ 3. Professional Interviewers
☐ 4. MH Clinicians
☐ 5. Non Direct Treatment Staff
6. Other: describe:

5. Are Responses Anonymous, Confidential and/or Linked to other Patient Databases?

- ☐ 1. Responses are Anonymous
☒ 2. Responses are Confidential
☒ 3. Responses are Matched to Client databases

6. Sample Size and Response Rate

6a. How many Surveys were Attempted (sent out or calls initiated)?

5213

6.b How many survey Contacts were made? (surveys to valid phone numbers or addresses)

2624

6.c How many surveys were completed? (survey forms returned or calls completed)

1792

6.d. What was your response rate? (number of Completed surveys divided by number of Contacts)

68%

6.e. If you receive "blank" surveys back from consumers (surveys with no responses on them), did you count these survey's as "completed" for the calculation of response rates?

☐ Yes ☒ No

7. Who Conducted the Survey

7.a. SMHA Conducted or contracted for the Survey (survey done at state level)

☒ Yes ☐ No

7.b. Local Mental Health Providers/County mental health providers conducted or contracted for the survey
(survey was done at the local or regional level)

☐ Yes ☒ No

7.c. Other: Describe:

* Report Confidence Intervals at the 95% confidence level

Note: The confidence interval is the plus-or-minus figure usually reported in newspaper or television opinion poll results. For example, if you use a confidence interval of 4 and 47% percent of your sample picks an answer you can be "sure" that if you had asked the question of the entire relevant population between 43% (47-4) and 51% (47+4) would have picked that answer.

The confidence level tells you how sure you can be. It is expressed as a percentage and represents how often the true percentage of the population who would pick an answer lies within the confidence interval. The 95% confidence level means you can be 95% certain; the 99% confidence level means you can be 99% certain. Most researchers use the 95% confidence level.

When you put the confidence level and the confidence interval together, you can say that you are 95% sure that the true percentage of the population is between 43% and 51%. (From www.surveysystem.com)

Child/Family Consumer Surveys

1. Was the MHSIP Children/Family Survey (YSS-F) Used? ☒ Yes ☐ No

If no, please attach instrument used.

1.c. Did you use any translations of the Child MHSIP into another language? ☐ 1. Spanish

2. Other Language:

Child Survey Approach:

2. Populations covered in survey? (Note all surveys should cover all regions of state)

☐ 1. All Consumers in State

☒ 2. Sample of MH Consumers

2.a. If a sample was used, what sample methodology was used?

☒ 1. Random Sample

☐ 2. Stratified Sample

☐ 3. Convenience Sample

4. Other Sample:

2.b Do you survey only people currently in services, or do you also Survey Persons no longer in service?

☒ 1. Persons Currently Receiving Services

☒ 2. Persons No Longer Receiving Services

2a. If yes to 2, please describe how your survey persons no longer receiving services.

Based on enrollment records throughout a given fiscal year

3. Please Describe the populations included in your sample: (e.g., all children, only children with SED, etc.)

☐ 1. All Child consumers in state

☒ 2. Children with Serious Emotional Disturbances

☒ 3. Children who were Medicaid Eligible or in Medicaid Managed Care

3.4 Other: describe: (for example, if you survey anyone served in the last 3 months, describe that here):

4. Methodology of collecting data? (Check all that apply)

	Self-Administered	Interview
Phone	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> Yes
Mail	<input type="checkbox"/> Yes	
Face-to-face		<input type="checkbox"/> Yes
Web-based	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes

4.b. Who administered the Survey? (Check all that apply)

☐ 1. MH Consumers

☐ 2. Family Members

☒ 3. Professional Interviewers

☐ 4. MH Clinicians

☐ 5. Non Direct Treatment Staff

6. Other: describe:

5. Are Responses Anonymous, Confidential and/or Linked to other Patient Databases?

☐ 1. Responses are Anonymous

☒ 2. Responses are Confidential

☒ 3. Responses are Matched to Client databases

6. Sample Size and Response Rate

6a. How many Surveys were Attempted (sent out or calls initiated)?

4341

6.b How many survey Contacts were made? (surveys to valid phone numbers or addresses)

2235

6.c How many surveys were completed? (survey forms returned or calls completed)

1816

6.d. What was your response rate? (number of Completed surveys divided by number of Contacts)

81%

6.e. If you receive "blank" surveys back from consumers (surveys with no responses on them), did you count these survey's as "completed" for the calculation of response rates?

☐ Yes ☒ No

7. Who Conducted the Survey

7.a. SMHA Conducted or contracted for the Survey (survey done at state level)

☒ Yes ☐ No

7.b. Local Mental Health Providers/County mental health providers conducted or contracted for the survey
(survey was done at the local or regional level)

☐ Yes ☒ No

7.c. Other: Describe:

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